



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
**(Attorney Docket No. 12658SSUS01U)**

In re Application of: O'Sullivan et al.

Serial No. 09/748,069

Filed: December 22, 2000

For: A Network Spanning  
Heterogeneous Call  
Center & Method of  
Operation

Group No.: 2665

Examiner: Ryman, Daniel J.

**CERTIFICATE OF MAILING UNDER RULE 8**

I hereby certify that this correspondence is being deposited in the United States Mail under 37 C.F.R. § 1.8 with sufficient First Class Postage and is addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on February 24, 2006.

By:

Barbara A. Adkins

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL LETTER**

Dear Sir:

Responsive to the Official Action having a mailed date of October 24, 2005, please find enclosed the following:

1. Response to Fourth Official Action Under 37 C.F.R. § 1.111
2. Petition for Extension of Time Under 37 CFR 1.136(a) (PTO/SB/22) (one-month) – *in duplicate*
3. USPTO Credit Card Payment Form (PTO-2038) for Extension of Time Fee; and
4. Return Receipt Post Card

Respectfully submitted,

**Date: February 24, 2006**

**/Kevin L. Smith/**

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